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Knowledge and Use of Social Services in Gervais, Oregon

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KNOWLEDGE AND USE OF SOCIAL SERVICES
IN GERVAIS, OREGON

by

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A report submitted in partial fulfillment of the
requirements for the degree of


MASTER OF
SOCIAL WORK

Portland State University
1974

The members of the Committee approve the report of
Elizabeth S. Lewis, et al. presented March 18, 1974.



Dale Poteet, Chairman



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I. PURPOSE OF THE STUDY

During first year field placement, we worked with a number of rural families, most of them Mexican-American. It seemed to us that rural families in general and Mexican-Americans in particular were not being very well served by social service agencies. We questioned whether this might be due to a lack of Mexican-American perspective in traditional services or perhaps a lack of Mexican-American manpower or at least Spanish-speaking manpower.

This study, then, developed out of a general area of interest that can be stated as three questions: (1) Do rural people (especially Mexican-Americans) feel there is a need for various social services and what do they identify as needs? (2) Do they know about social service agencies that exist and what their services are? (3) How available are those services? i.e., an existing agency may be "unavailable" because people don't know about it, because of lack of transportation, because of language/cultural barriers, because of an inappropriateness of services offered, etc.

Geographically, the study was aimed at the rural areas of the mid-Willamette Valley and the population of special interest was the Mexican-American community.

The steps by which these broad areas of inquiry were narrowed down are discussed in Part II (an agency survey conducted in the spring of 1973) and Part III (a house-to-house survey of Gervais, Oregon, conducted in the fall of 1973).

II. PRELIMINARY AGENCY SURVEY: FINDINGS AND DISCUSSION

The initial, broad area of inquiry was the use of social services by Mexican-Americans and the extent to which utilization or lack of it was influenced by the presence or absence of Spanish-speaking staff within social service agencies. In the spring of 1973, a brief survey (Appendix A) was conducted by personal interview with staff heads of the following agencies: Marion County Public Welfare (both Salem and Woodburn offices), Marion County Community Mental Health Clinic, Marion County Children's Services Division (C.S.D.), Marion County Juvenile Department, and Marion County Public Health Department.

The results of this survey, though inconclusive, were sufficient to indicate that a different approach was required, that investigating the question of use of social service agencies through the agencies themselves lead only to a dead-end.

Briefly, the results showed that the percentage of Mexican-American clientele ranged from less than 1% to 20% with an average around 10%; the ratios of Spanish-speaking to non-Spanish-speaking staff were: Public Welfare, Woodburn, 1:13 (one Spanish-speaking in a total staff of 13); Public Welfare, Salem, 1:91; Juvenile Department, 1:45; Children's Services, 1:87; Mental Health Clinic, 1:15; Public Health, 5:65. This picture, however, appears even less favorable when the specific positions are considered. Only one Spanish-speaking staff member was a professional trainee (Oregon College of Education student in Juvenile Department); the others were all at case aide level except one, who was the janitor. Three agencies did have a total of four positions that were intended primarily to serve Spanish-speaking people

and two agencies (Public Health and Juvenile Department) had designed service delivery for Mexican-Americans.

Some agencies stated that they did not separate records or have special services for Mexican-Americans because they "treat everyone the same" and do not want a "ghetto caseload." While there is no doubt some logic in this, it may also be a means of not dealing with the problem.

Responses to the question of unmet needs in the Mexican-American community indicated some awareness that they were "out there" but for the most part, case finding is beyond the capability of the agencies. Hence, the circularity: Do Mexican-Americans fail to utilize social services because of a lack of Spanish-speaking staff? Answer: there is little need for Spanish-speaking staff because the number of Mexican-Americans served is so small.

In response to an open-ended question regarding how an agency might better meet the needs of the Mexican-American population, the agency administrators did feel that having more people who could interpret for clients would be advantageous. Not one of the agencies cited a need for more Spanish-speaking professional workers who could work directly with the client as well as being in the position of being able to communicate specific or unique needs of the Spanish-speaking client.

Because of the circularity, which probably stems from the agencies' lack of case-finding capability, we decided that the question of knowledge and use of social services would have to be approached from the consumer side. Perhaps we could tap those potential clients who, for whatever reason, were not part of the agency caseloads. For this purpose, we conducted the Gervais survey, which is described in Part III.

III. THE GERVAIS SURVEY

A. Rationale for Selecting Gervais

The city of Gervais was selected for the following reasons:

(1) it was a small town in a farm area and in that respect typical of the mid-Willamette Valley, (2) city limits could be used as boundaries so that the sample frame could include the total population and still be small enough to survey a statistically sufficient sample, and (3) all households in Gervais are served by city water and it was possible to get a complete listing of residents which enabled us to determine, on the basis of surname, the percentage of the population that is Mexican-American and to tabulate findings in terms of two distinct groups-- Mexican-American and Anglo (which we are defining as "all others"; there are no Blacks in the town). The city recorder also helped identify the small number of rentals in Gervais, where the water bill was listed in the owner's name rather than the renter's.

Although we originally wanted to use the sample frame used to gather census data, we were unable to get this information. We felt that since census data is reviewed by public agencies in planning for services and because we felt that the statistics (especially on income) were distorted, we hoped to use the same frame for our more narrowly focused in-person survey.

We selected Gervais, Oregon, after first looking at the entire county, several of the larger cities and coming to the conclusion that our time and manpower would allow us to investigate only a small sample. Gervais was chosen because, from our experience, we knew that there was a sizeable population of Mexican-Americans who had "settled out" there

or were Oregon-based migratory workers who wintered in that area. We conducted our survey during the winter months to be able to concentrate on the stable Gervais population rather than the migrant population of spring and summer. Although there are several families of Russians (Old Believers) located near Gervais we did not come in contact with any of them in our random sample. There are no other identifiable minorities in the town.

A questionnaire (Appendix B) was designed for the following purposes: (1) to determine whether people were aware of existing social services, (2) the extent to which they utilize services, (3) what social services they want, and (4) to what extent services are not utilized because of a language barrier.

B. Narrative Description of Gervais--Based on Site Visits

The town of Gervais, Oregon, (population about 750), is located just off Highway 99E, about mid-way between Salem and Woodburn; there is no access to the freeway (Interstate 5), which is a few miles to the west.

A railroad runs through the middle of the town; the single business street has two grocery stores (neither of them chain stores), two bars and a fire station which houses the city government in its back room. There is no restaurant, no clothing store, no gas station (one at the Gervais turn-off on 99E), no child care facility, no professional offices. The post office is rather new in construction but doesn't appear to be a gathering or meeting place as it is in some small towns, since there is street delivery and no need for people to come there to pick up mail.

Many of the streets are unpaved and virtually all are in a state of disrepair. Most of the streets do not have street name signs, or their wooden signs have been knocked down and never righted again. Most of the houses are old and of wood frame construction; they are what might be called lower working-class houses. There are no mansions; a few shacks.

On the day of our interviews, and on many other days when we drove through, there was little movement on the streets--a few cars, almost no one walking. Most of the people who were out and about on the Saturday of the survey were either fixing their cars in front of their houses or were attending a large wedding at the Catholic Church.

C. Method

There are 145 families in Gervais with Anglo surnames and 35 families with Spanish surnames. Based on what our sample showed as the average number of persons living in each household, this would mean approximately 566 Anglos and 217 Mexican-Americans. Ten Mexican-American and 15 Anglo families were randomly selected from the total alphabetical listing. Our Mexican-American sample of 10 represents 28.6% of all Mexican-American families; our Anglo sample of 15 is 10.3% of all Anglo families. The Mexican-American sample is seen to be less over-weighted when family size is considered. That is, although Mexican-Americans make up only 19.4% of the total number of families, they comprise 27.6% of the total population.

If there was no one at the address chosen, the next address from that group (Anglo or Mexican-American) was substituted.

Two interviewers, working separately, conducted the survey, the

questionnaire being administered orally by one person, using the printed questions as a guide; questions were elaborated as required to get a response. Each interview took approximately 15 minutes and the survey was completed on one day. This was done on a Saturday so that more male heads-of-household would be included in the respondents.

D. Impressions: Anglo and Mexican-American

Anglo

The Anglo population was more reticent than the Mexican-American families to participate in the survey, but those who did consent usually supplied far more than strictly factual information. They frequently expressed opinions about the general condition of Gervais. They were often distrustful of welfare, which they saw as giving away money to people who were really not deserving. They all viewed welfare as a last resort for help. Despite their anger about use of welfare funds--or more correctly because of their anger--welfare was the most well-known resource.

It became evident during the interviews with these families that their negative feelings toward public agencies interfered with their feeling free to use those agencies for their needs. Welfare certainly was the most maligned but at the same time the most universally known as a resource. They are apparently not aware of the division of the service component from the financial component. One cannot say that they feel that welfare is not helpful and C.S.D. helpful, since they usually do not know what C.S.D. is and how it relates to welfare.

Public health and its well-baby clinics and immunization clinics are seen neutrally. They would apparently use these facilities, but

often might choose to go to their private physician since they are inconvenienced by the waiting period and the fact that they would have to go, not on their time, but when the agency has time for them.

The people seemed to be able to identify some problems which affect the entire community such as police protection, recreation, street maintenance, city government, and since the recent publicity about the water supply, they might include water in their basic list. The water supply was sampled recently by a state agency and found to have a very high bacteria count. Although it was judged not dangerous to health, it was stated that the water had a very definite "tainted" taste.

There was little mention of the stereotypical farming "ethics," i.e., farm animals for the children to care for, chores to do, getting to bed early, hard work, close extended family ties. Perhaps there would have been more of this type of sentiment if we had included the farming area surrounding the city proper.

When identifying populations with special needs, the Anglos more frequently mentioned children and seniors. These age groupings appeared to be considered populations at risk. Often Anglos might say that there were Chicano and Russian families which also had special needs, but usually would follow that by saying that no one is really getting anything from the city government.

Mexican-American

All Mexican-American families interviewed were very friendly and cooperative with the Anglo interviewer; there were no refusals, either to participate or to answer individual questions. There were four whose

initial response was that they didn't speak English, but the interviewer's minimal Spanish was sufficient to gain entry. In two of these, there was another family member who spoke a little English and in the remaining two, having the questionnaire in Spanish provided enough guidance to enable the interviewer to get the desired information. It is possible that one reason for 100% cooperation is simply submission to authority in that an Anglo with a clip board may be seen as representing the authority of the dominant society regardless of explanations to the contrary. Whatever the reason for initial compliance, there was no evidence of hostility and in all instances, there was amiable chit-chat as well as responses to questions.

The over-all impression of the interviewer is that the large number of "Don't Know" responses was not evasiveness; they really don't know--often have not even thought about some of these areas. Even when questions such as where to go for help with emotional problems were eventually answered, the initial facial expression was very often one of bewilderment, a kind of "wha-at? Who knows?"

Another over-all impression was of acceptance (bordering at times on resignation) of the status quo with, however, a realistic assessment of economic realities. That is to say, they are not simple-mindedly content with their situation, but feel rather powerless to do anything about it. One exception was a young man of 18, who was quite vocal on the subject of city government--pointing out that poor people in particular are not being adequately represented. He also talked about the environment--not simply in the usual terms of street maintenance, etc.--but in terms of beautification. The town is ugly, he said, and needs some grass, trees and flowers and cleaning up of trash.

Social agencies seemed to be viewed neutrally (where there was awareness at all); there was no evidence, for instance, of the antagonism towards Public Welfare that was expressed by Anglos.

E. Findings and Discussion

The fourteen items of the survey fall into the following groupings: population, family size and composition--items 1, 2 and 3; employment and income--items 8 and 9; housing (not a numbered item); transportation--item 10; knowledge of social services--items 4, 5, 6, 7 and 13; expressed needs for services--item 14; language problem--items 11 and 12.

Findings will be presented according to these groupings, with the questionnaire items being stated at the beginning of each section.

Population, Family Size and Composition (Items 1, 2 and 3)

Item 1: How many people live in your home?

Item 2: From oldest to youngest, will you tell me the age and sex of the people in your home?

Item 3: Are there any children living away from home?

As previously stated, there are 180 families in Gervais, 35 of which have Spanish surnames. Based on average family size, as found in our sample, this would extend to a total Anglo population of 566 of which 276 would be children, and a Mexican-American population of 217 of which 144 would be children.

In our sample, there was an average of 3.9 persons in each Anglo home and 6.2 in Mexican-American homes. The Anglo families averaged 1.9 children living in the home; Mexican-American families, 4.1. Of

total children, including those no longer living at home, Anglo families had an average of 3.7 as compared to 5.9 in Mexican-American families. (For a summary of population data, see Tables VII through XII, Appendix C.)

Additional data from the first three items of the questionnaire show Mexican-American families to be somewhat younger than Anglos. Average age of Anglo adult males is 46; Mexican-American, 43.8. Anglo adult females average 41.5 years as compared to 38.3 for Mexican-American. These averages, however, are somewhat misleading; as Table XI, Appendix C, shows, the range is greater among the Anglo population, with a concentration of over-51 Anglo males.

Table XII, Appendix C, shows the age distribution of children. In both populations, over 3/4 are under age 15, with the heaviest concentration being in the 11-15 year group.

Our Anglo sample included two single-parent homes; one Mexican-American family was single-parent.

We found two families in each group that had a grandparent living in the home.

Employment and Income (Items 8 and 9)

Item 8: How many people in your household are working?

Mexican-American families were three times as likely to have both spouses working as were Anglo families. Only Anglos in our sample were living on a retirement income. (See Table XIII, Appendix C.)

Item 9: Would you give me an estimate of your family income?

Average monthly income per family: Anglo,* \$797; Mexican-American, \$515. Average monthly per person in household: Anglo, \$232; Mexican-American, \$93. While Mexican-American incomes were a continuum, ranging from \$140 to \$833, the Anglo incomes were bi-modal, which can be seen most clearly by simply examining the raw data, as follows: \$250; \$305; \$475; \$500; \$583; \$600; \$833; \$1,000; \$1,083; \$1,083; \$1,200; \$1,200; \$1,250.

It will be noted that even though 60% of Mexican-American families have both spouses working as compared to 20% Anglo, the monthly income per family is still \$282 less than Anglo, the per person difference being \$139. Unfortunately, we do not have data on either type of job held or educational level, but the income figures indicate rather clearly that Mexican-Americans are more likely working at menial jobs.

The bi-modal distribution of Anglo incomes indicates two distinct populations. We do not have sufficient data to identify those populations but one possibility is the existence of a bedroom community of professional people who commute to Salem and Portland. If this is the case, it could strongly affect views of social service needs, since half the town would regard Gervais as a residential area only (with goods and services obtained elsewhere) and half would see it as home town with needs for more extensive services.

Housing

In the subjective judgment of the interviewer, housing was categorized as: (1) good and not in need of repairs, (2) basically sound but needing paint or minor repairs, and (3) sub-standard, not repairable

*Two Anglo families refused to give income figures.

or needing extensive repairs.

Ten Anglo houses were in Category 1 as compared to three Mexican-American houses. In Category 2, there were six Anglos and seven Mexican-Americans. We found only one Mexican-American house in Category 3; there were no Anglos in this category.

Transportation (Item 10)

Item 10: What kind of transportation do you generally use?

What would you use in case of emergency?

One hundred percent of both groups owned one or more private cars and this is the only form of transportation mentioned. For emergency, 100% rely on private vehicles of family or friends.

It would appear that one could not exist very well in Gervais without a car. There are few businesses in town and those that are there employ only a handful of people. To work, one has to leave the area.

Knowledge of Social Services (Items 4, 5, 6, 7 and 13)

Items 4 through 7 were designed to assess awareness of the five social agencies previously named. Item 13 is a catch-all to see what agencies are thought of as "helping agencies."

On each item, we will show the number of persons making a particular response and then indicate what percentage of total sample that represents. It will be noted that percentages do not total 100%. The reason is that we were not recording only one response for each interviewee, but tabulated all his responses, i.e., if all respondents were aware of two agencies, each would be recorded as 100%.

Item 4: Where would you go if a member of your family needed immunizations? (This was elaborated by interviewer to include such things as physical check-ups for children, chest X-rays, etc.)

TABLE I
AWARENESS OF PUBLIC HEALTH SERVICES

Response	Anglo		Mexican-American	
	Number	Percent	Number	Percent
Private Physician	9	60%	5	50%
Public Health	6	40%	2	20%
Valley Migrant League Clinic	--	---	2	20%
Other	--	---	1	10%
Don't Know	--	---	1	10%

Item 5: Where would you go if a member of your family were having emotional problems?

TABLE II
AWARENESS OF MENTAL HEALTH SERVICES

Response	Anglo		Mexican-American	
	Number	Percent	Number	Percent
Private Physician	5	33%	4	40%
Mental Health Clinic	2	13%	--	---
Clergy	2	13%	1	10%
Family and Friends	1	7%	3	30%
Public Health	1	7%	--	---
Other	2	13%	--	---
Don't Know	1	7%	4	40%

Item 6: Where would you go if your child were not obeying,
having trouble with police, school, i.e., staying
out late, not going to school, etc?

TABLE III
AWARENESS OF JUVENILE DEPARTMENT SERVICES

Response	Anglo		Mexican-American	
	Number	Percent	Number	Percent
Family and Friends	4	27%	3	30%
Clergy	3	20%	1	10%
School	3	20%	--	---
Private Physician	1	7%	--	---
Juvenile Court	1	7%	1	10%
Other	4	27%	--	---
Don't Know	--	---	5	50%

Item 7: If your family needed money for basic living expenses,
where would you go for help?

TABLE IV
AWARENESS OF PUBLIC WELFARE SERVICES

Response	Anglo		Mexican-American	
	Number	Percent	Number	Percent
Welfare	11	73%	3	30%
Family and Friends	4	27%	--	---
Bank/Loan Company	3	20%	5	50%
Church	2	13%	--	---
Don't Know	--	---	2	20%

Item 13: Do you know about any public agencies which are
designed to help people with problems?

TABLE V
GENERAL AWARENESS OF SOCIAL SERVICE AGENCIES

Response	Anglo		Mexican-American	
	Number	Percent	Number	Percent
Welfare	10	67%	3	30%
Food Stamp Program	5	33%	1	10%
Mental Health Clinic	4	27%	--	---
Juvenile Court	3	20%	--	---
Public Health	2	13%	2	20%
Church	2	13%	1	10%
C. S. D.	2	13%	--	---
Other	8	53%	2	20%
None	--	---	6	60%

Expressed Needs for Services (Item 14)

Item 14: What kind of helpful services would you like to have
in your community that as far as you know do not
exist now?

TABLE VI
EXPRESSED NEEDS FOR SOCIAL SERVICES

Response	Anglo		Mexican-American	
	Number	Percent	Number	Percent
Recreation (children)	10	67%	3	30%
City Police	8	53%	5	50%
City Government	3	20%	2	20%
Recreation (elderly)	3	20%	--	---
Mental Health Services	2	13%	--	---
City Maintenance	1	7%	4	40%
More Retail Stores	1	7%	2	20%
None Needed	1	7%	--	---
Medical Services	--	---	2	20%
Other	1	7%	--	---
Don't Know	--	---	2	20%

Language Problem (Items 11 and 12)

Item 11: If you need help of some kind from someone outside your family, do you find it hard to make them understand what you need?

Two Anglos and 7 Mexican-Americans responded "yes."

Item 12: If you have difficulty, is that because the person you are talking to speaks only English?

All 7 Mexican-Americans who responded "yes" to Item 11 also responded "yes" on Item 12.

Since this represents 70% of the Mexican-American sample, the need for Spanish-speaking staff in social service agencies certainly merits further consideration.

Don't Know Responses

If the "Don't Know" responses are considered separately, a very obvious difference can be seen between Anglo and Mexican-American. This may, in part, be a reflection of differences in interviewers but we do not believe this accounts for more than a small difference inasmuch as both interviewers tried to elicit responses and recorded a "don't know" only when they were convinced that it was a true response.

Item 4, a query about immunizations which was intended to discover awareness of Public Health services, got no "don't know" responses from Anglos, but 10% "don't know" from Mexican-Americans.

Item 5, dealing with emotional problems and aimed at mental health clinics, was a "don't know" for 7% of the Anglos, but 40% of Mexican-Americans.

Item 6, child behavior problems, which was intended to sound out

knowledge of Juvenile Department, mental health, and possibly C.S.D., got no Anglo "don't knows" but a 50% "don't know" for Mexican-Americans.

Item 7, money needs, was answered "don't know" by 20% of Mexican-Americans but by no Anglos.

Item 13, what agencies are named as "helping," elicited some response from all Anglos, but 60% of Mexican-Americans were not able to specify any helping agency.

The question of emotional problems, then, was the only item that had any "don't know" responses from Anglos and that only 7%. Even though Anglos often named private rather than public resources, they know of some source of help, whereas Mexican-Americans often do not. In regard to emotional and child behavior problems, this difference is even more obvious if "don't know" is combined with "family and friends." In that case, the Anglo response to Item 5 (emotional) becomes 14% and the Mexican-American, 70%; to Item 6 (child behavior), Anglo 27% and Mexican-American 80%.

The response to Item 13 is especially interesting in that even though the interviewees named a number of social service agencies in response to specific problems such as where to go for financial assistance, the same respondents could not come up with any agency when asked a general question, "do you know of any public agencies designed to help people with problems." The "None" response to this item-- Anglo -0-, Mexican-American 60%--is the greatest difference found in the area of social services awareness.

The Agencies

If Public Welfare is not the best loved agency (comments such as

"I'd rather starve") it is clearly the best known. Seventy-three percent of Anglos and 30% of Mexican-Americans named it as a source for financial assistance; the same percentages named it a helping agency.

Public Health is fairly well known--rating 40% (Anglo) and 20% (Mexican-American) on Item 4; 7% (Anglo) as help for emotional problems and 13% (Anglo), 20% (Mexican-American) as a helping agency. Since well-baby clinics are designed not only to give immunizations, but to screen for possible child development problems, it can be seen that the Anglo population would have more entry into follow-up.

Mental health clinic services appear to be totally unknown to Mexican-Americans--zero response on all items. Only 13% of Anglos cited them as helping with emotional problems; none saw them as help with child behavior problems; 27% named them as a helping agency. This may indicate that even though Anglos have heard about mental health clinics, they see them as "a place for crazy people" and not as a resource for help in their daily living.

The counseling services of the Juvenile Department are likewise not well known. Seven percent (Anglo) and 10% (Mexican-American) named it in relation to child behavior problems, but some comments indicate that even these small percentages perhaps see the Juvenile Department only as detention--the place you go for lock-up when a child is out of control. However, 20% of Anglos named it as a helping agency. Whether that reflects a knowledge of counseling services or whether it's a "helping agency" because it removes bad kids from the community is an open question.

Children's Services Division was not mentioned by either group in response to Items 4-7; however, 13% of Anglos (no Mexican-Americans) saw

it as a helping agency.

In addition to these public agencies that were our main focus, it is interesting to look at some of the non-public resources that were named. Private physicians appear to be a major source of support. Sixty percent of Anglos and 50% of Mexican-Americans rely on them for immunizations, well-baby check-ups, etc; 33% of Anglos and 40% of Mexican-Americans would go to them for help with emotional problems; 7% of Anglos would also refer child behavior problems to them.

The extended-family concept would lead one to expect a higher reliance on family and friends among the Mexican-American population. Our findings partially support that. Thirty percent of Mexican-Americans cited family and friends as help for emotional problems as compared to 7% Anglos. This source was viewed almost equally by both groups in relation to child behavior problems--27% Anglo, 30% Mexican-American. As a source of financial assistance, family and friends rated 27% with Anglos, zero with Mexican-Americans (which is probably a simple reflection of economic reality).

Another ethnic stereotype has Mexican-Americans relying heavily on the Roman Catholic Church. This did not appear in our survey. The question remains whether the stereotype is wrong or whether the particular church in Gervais is somehow not responsive to Mexican-Americans. A Church and/or Clergy response on the emotional problems item was 13% Anglo, 10% Mexican-American; for child behavior problems, 20% Anglo and 10% Mexican-American. The Church was named as a source of financial help by 13% of Anglos, no Mexican-Americans. Even though Item 13 specifically asked for public agencies, the Church was named a helping agency by 13% of Anglos and 10% of Mexican-Americans.

F. Conclusions and Implications

The citizens of Gervais, as taxpayers, are contributing to the public agencies which serve their area; yet they do not have knowledge of the services to which they are entitled. It is well known that many more people are entitled to welfare than actually receive it even though it is the most widely known service. The Welfare Department apparently has a very negative image in the community.

It would not be a feasible plan for each of the agencies which we studied to place a worker in Gervais. Gervais is just one of several towns in Marion County and throughout the State of Oregon which probably have the same problems in utilizing their social services properly since they are going to have to learn first about where and what the services are and then apply for that service.

If one were to take the community from where it is at present and try to provide service needs identified by the population, police protection would head the list. The current method of protection is for the city to contract a certain number of hours each month from the Marion County Sheriff's Department. The Sheriff's Department reports that the hours per month actually vary since during the summer there are far more hours spent within the city limits than during the winter months. It is felt that there are more problems because of the influx of transient farm workers. None of the people surveyed designated any particular season for protection.

There are seventeen different troopers who patrol Gervais at various times. Usually they stop at the City Hall, walk through the two taverns in town, and then cruise the city in the patrol car. Apparently there was a city marshall in the past who worked part-time. The State

Police state that such a plan was really not effective for police protection since the marshall was not a trained police officer and therefore the county sheriff had to be called in for any real crime investigation.

It appears that the people of Gervais could feel more comfortable if they knew that when they called for assistance a policeman would arrive in short order. One respondent to the questionnaire stated that one time she called the patrol about someone racing his truck around town running up on lawns and terrorizing the neighborhood and it took almost 45 minutes before there was response from a patrol. Other respondents said they would not go downtown at night. It appears that many people feel they are not safe.

Apparently the agencies we studied have about the same relationship with Gervais. They will do something but it takes so much effort on the part of the person requesting assistance that the requestee is angry at the time of service and the original problem is then blamed on the agency personnel. There appears to be a great need to shorten the time between realization of a problem and implementation of a plan or at least that during the time the person is waiting for assistance there is supportive work taking place. There needs to be a link between the people of Gervais--a person who is seen as understanding of their problems both as a resident of that particular city as well as someone who knows how to get service from the county agencies.

We first thought that perhaps a sheriff's deputy stationed in Gervais, who was trained in human resource work, would be able to fulfill both functions of police protection and referral to helping agencies. Yet as the system is set up at present there would be no

continuity since 17 different officers work that area. The Sheriff's Department employee, to be really qualified for his job, must be trained in police protection, and it is probably unrealistic to expect him to fill in for the deficiencies of other agencies.

Recruiting from the citizenry to form a volunteer bureau would be another possibility. There is a growing retirement community in Gervais. One of the existing agencies could expend the time of one of their present skilled workers to organize a bureau. After a demonstration of the success of getting and giving help, the city might be persuaded to fund an on-going program.

Student power is also a way to start a service. The Portland State University School of Social Work in conjunction with existing county agencies or even in working directly with the city could station students in Gervais to provide service and referral. This concept has been used in the setting up of the Woodburn Mental Health Services team which is really a branch of the Marion County Mental Health Clinic.

It would seem that the key to any program would be that the people offering initial contact with the people be in Gervais and be available and visible to the community. Such a system would give the feeling of a community concern. In a city the size of Gervais, door-to-door advertisement of the service is feasible.

The service provided should not be identified with any particular segment of the population since all segments appear to be in need, though the Mexican-American population is even more uninformed than the rest. Certainly our data show that Mexican-Americans do identify a "communications" problem. The Gervais workers would serve as advocates for the town in getting the county agencies to provide direct service

within the community. Lines of communication could be set up rather than relying on a citizen-to-county communication which does not spread information to the entire community. In being able to demonstrate that the people can have power to change the system in certain areas, i.e., getting more public health time, they might be able to see that they are not powerless.

It was our impression, however, that none of the people interviewed were professionals (except for one retired minister). Information about residents' occupations would be useful in planning for utilization of local people to carry out their own advocacy for services.

Although it appeared that most people (especially Anglos) were dissatisfied or not knowledgeable about resources, there did not appear to be any feeling that they had any power to change the situation. Since most public agencies note that their caseloads are at present too large for their line workers to handle, it is unlikely that they will launch a program to recruit clients. It will probably be up to the people of Gervais to learn what is available for them and then advocate for these existing services.

While it would not seem advisable to duplicate, in this community, services which exist in nearby towns, it does appear that there should be some centralized information source for the people--someone whom they would trust and feel was trying to help the town rather than representing outsiders. Perhaps a social worker for the city would be an answer--someone who could gather the necessary data, be available for telephone calls, advocate for police protection, etc.

In view of the differences found in income, awareness of services, and language problems, we believe there is a need for advocacy for

Mexican-Americans, not only in terms of educating them to existing services and helping them to secure them, but also in sensitizing the agencies to their needs, e.g., more Spanish-speaking personnel.

While it is not our purpose to argue the "salad bowl" vs "melting pot" theories, we believe that government agencies need to re-think their "treat everyone the same" philosophy. It appears to us that trying not to see differences has not, in fact, resulted in the "same treatment" because Mexican-Americans are less likely to be reached than Anglos.

We think a worthwhile area for future research would be a study of the changing perspectives and needs in small towns that, like Gervais, are dying as "towns." There are many such towns in the Willamette Valley; towns with boarded-up, decaying buildings and broken-up pavements; towns that were fairly self-sufficient communities a few years ago and where, now, it is not possible to buy a pair of shoes or have a broken bone set. Do these people still see themselves as Gervais-ites, St. Paul-ites, etc? How do they, and their needs, differ from people in a residential community that has always been a suburb of a larger, metropolitan area?

APPENDIX A

STAFFING AND SERVICES TO MEXICAN-AMERICAN CLIENTELE

1. Total number of staff at all levels employed in your agency? _____
 - (a) How many of these employees speak Spanish? _____
 - (b) How many employees are Mexican-Americans for whom English is a second language? _____
 - (c) How many employees are Mexican-Americans for whom Spanish is a second language? _____
2. How many positions do you have that are intended primarily to serve Spanish-speaking people? _____
 - (a) How many of these positions (Item 2 only) are filled by Mexican-Americans? _____
 - (b) How many are filled by Spanish-speaking Anglos? _____
3. Please state, for each position counted in Item 2, (1) how long your agency has had the position, (2) duration of employment of incumbent and, (3) qualifications required (education, training, experience, etc.). Please attach additional sheets if needed.
4. Please list job titles of any Mexican-American employees who are not included in Item 3.

5. What percentage of your clientele is Mexican-American?
Estimated _____ or Actual _____
6. Have you designed a delivery of service specifically intended for Mexican-Americans? If so, please describe.
7. In terms of the services of your particular agency, what needs of the Mexican-American community do you feel are not being met as fully as you would like?

APPENDIX B

GERVAIS SURVEY--ENGLISH AND SPANISH

1. How many people live in your home?
2. From eldest to youngest, will you tell me the age and sex of the people in your home?
3. Are there any children living away from home?
4. Where would you go if a member of your family needed immunization?
5. Where would you go if a member of your family were having emotional problems?
6. Where would you go if your child were not obeying, having trouble with police, school, i.e., staying out late, not going to school, etc?
7. If your family needed money for basic living expenses, where would you go for help?
8. How many people in your household are working?
9. Would you give me an estimate of your family income?
10. What kind of transportation do you generally use? What would you use in case of emergency?
11. If you need help of some kind from someone outside your family, do you find it hard to make them understand what you need?
12. If you have difficulty, is that because the person you are talking to speaks only English?
13. Do you know about any public agencies which are designed to help people with problems?
14. What kind of helpful services would you like to have in your community that as far as you know do not exist now?

1. ¿Cuanta gente viven en su casa?
2. ¿Desde el mas grande hasta el mas joven me puedes decir el edad y el sexo de la gente quien viven en su casa?
3. ¿Tienen ustedes niños quien viven afuera de su casa?
4. ¿Donde fuera ustedes si una persona de su familia necesita inmunizacion?
5. ¿Donde fuera ustedes si un miembro de su familia tenia problemas emocional?
6. ¿Donde fuera ustedes si uno de sus niños no los obedece? ¿O si tenia problemas con la policia o en la escuela?
7. Si su familia necesitaba dinero para los gastos basicos para viver, ¿donde se iban por ayuda?
8. ¿Cuantos personas que viven en su casa estan trabajando?
9. Me puedes dicer, por favor, caunto dinero gana su familia.
10. ¿Que tipo de transportacion use su familia por general? En caso de emergencia, ¿que usaba?
11. Si necesitas ayuda de algun afuera de su familia, ¿es dificil para usted hacerlos entender lo que necesitas?
12. Si es dificil, ¿es porque la persona con quien estas hablando solamente habla en inglés?
13. ¿Conoce usted agencias que siervan gente con problemas?
14. ¿Que tipos de servicios le gustaria usted en su comunidad que hasta ahora no exsistan?

APPENDIX C

FREQUENCY TABLES--DEMOGRAPHIC DATA

TABLE VII

Population Breakdown--Gervais, Oregon

Category	Anglo		Mexican-American	
	Total	Sample	Total	Sample
Families	145	15	35	10
Individuals	566*	58	217*	62
Children in Home	276*	27	144*	41

*By extension of sample % of total population to total population.

Frequency Tables

TABLE VIII

From Item #1

Category	Number of Persons Living in Home											
	0	1	2	3	4	5	6	7	8	9	10	11
Anglo Families	-	-	6	-	3	4	1	-	1	-	-	-
Mexican-American Families	-	-	-	-	2	3	-	3	1	-	1	-

TABLE IX
From Item #2

Category	Number of Children Living in the Home											
	0	1	2	3	4	5	6	7	8	9	10	11
Anglo Families	5	1	3	4	1	-	1	-	-	-	-	-
Mexican-American Families	-	-	2	3	1	2	1	-	1	-	-	-

TABLE X
From Items #2 & 3

Category	Total Number of Children Including Out of Home											
	0	1	2	3	4	5	6	7	8	9	10	11
Anglo Families	2	-	2	3	4	-	1	1	-	1	-	-
Mexican-American Families	-	-	1	3	-	1	1	-	1	2	-	2

TABLE XI
From Item #2

Category	Age of Adults in Home						
	20-25	26-30	31-35	36-40	41-45	46-50	51+
Anglo (male)	2	1	1	2	2	1	5
Mexican-American (male)	-	2	-	1	3	2	1
Anglo (female)	2	1	2	3	1	2	3
Mexican-American (female)	1	2	1	2	3	-	1

TABLE XII
From Item #2

Age Distribution of Children (in home)

Age	Anglo		Mexican-American	
	Number	% of Children	Number	% of Children
0-5 years	3	10.3%	6	14.6%
6-10 years	8	27.6%	10	24.4%
11-15 years	11	37.9%	18	43.9%
16-20 years	5	17.2%	7	17.0%
21+ years	2	6.9%	0	0 %

TABLE XIII

From Item #8

Number of Wage Earners in Home

Wage Earners Per Family	Anglo		Mexican-American	
	# in Sample	Percent	# in Sample	Percent
Single Earner	9	60%	4	40%
Both Spouses	3	20%	6	60%
Retired*	3	20%	0	0%

*Retired is Social Security, retirement pension, etc. Disability, unemployment compensation, ADC, etc., are included in the other two categories.